



JOB DESCRIPTION

Job Title: Residential Property Manager

Post Reference No: PR01a

Reports to: Head of Property

Grade/Salary: The salary for this post will be in the range of £40,000 to £50,000 per annum dependent on qualifications, skills and experience.

Hours: 35 hours per week - Monday – Friday – 9:00am – 5:00pm with flexibility to meet business needs.

Status: Permanent

The Lulworth Estate is seeking an experienced Residential Property Manager to take responsibility for the performance and day-to-day management of our residential property portfolio.

Based at Lulworth Castle and Park, you will be looking after residential properties (ranging from flats, cottages and gatehouses to extensive farm houses, a former Abbey paddocks and garden land) and our community of tenants and occupiers, located within 12,000 acres of Dorset countryside, including five miles of UNESCO World Heritage Jurassic Coastline.

You will need to have in-depth knowledge and experience of compliance in regards to residential lettings and property management, in depth knowledge and experience in dealing with different types of tenancies and sublets and be confident and accountable for making key decisions day to day within the Property department regarding residential properties.

This is a key full-time role within our wider Property Team which spans residential, commercial, rural, events, estate management, planning and development, all being a vital part of our diverse business and fundamental to our social and environmental values. The position reports directly to the Head of Property and currently has one direct report, whilst also working closely with the Buildings Team, Accounts Team, Property Services Co-Ordinator and Estate Office Team.

Main Tasks and Duties:

- To achieve the highest standards of management and optimum performance of the estate's residential portfolio, with a focus on dwellings, paddocks, allotments and garden land.
- Provide Landlord and Tenant expertise including lease/licence negotiations, rent reviews, renewals, notices, market valuations. Preparation of tenancy documentation, including plans using QGIS or similar.
- Budget setting and performance for the residential portfolio income and expenditure.
- Optimise the potential of the portfolio, driving income and increasing value whilst balancing long term business, social and environmental objectives.
- Champion high professional standards of communication and service to stakeholders, tenants, occupiers and members of the community. Lead strategy to enhance tenant experience.
- Ensure up-to-date legal and regulatory compliance and associated record-keeping for all properties, contracts and agreements. Develop implementation for portfolio future-proofing.
- Collaborative planning and implementation of planned and reactive repairs, alongside the Buildings

Manager. Involvement with the specification and management of refurbishment projects.

- Implementation of sustainable practices to minimise environmental impact and promote energy efficiency.
- Management of the rent roll, ensuring accurate reviews, minimal debtors, timely payments and appropriate action for defaults.
- Administration of service charges and covenants.
- Oversee efficient utility and service supply management as well as council tax/rates and void costs, where applicable.

Duties Expected of All Staff:

- To undertake such personal staff development as is agreed to be necessary for the development of the role and the individual.
- To set a high standard of professionalism. This will include maintaining regular contact with colleagues, and customers verbally, in writing and via e-mail.
- To monitor customer satisfaction and continually seek ways of improving the service for which the post is responsible.
- To regularly review, adapt, and improve systems and procedures.
- To undertake an annual appraisal which clearly identifies targets for continued improvement.
- To take proactive responsibility for Health & Safety at all times, reporting accidents, incidents and near misses which may affect staff, customers and visitors.

This range of tasks should not be construed as definitive or exhaustive due to the changing external environment within which the Estate operates. Other duties may be required within the general scope of the post.

Person Specification:

	Essential	Desirable
<u>Qualifications</u>	<ul style="list-style-type: none"> • MRICS or CAAV is classed as essential, although candidates with relevant experience and alternative qualifications will be considered. • Good standard of GCSE’s grades 4-9 / A*-C (or equivalent) inclusive of English and maths. 	
<u>Experience and Knowledge</u>	<ul style="list-style-type: none"> • Thorough knowledge and application of English property and lettings legislation. • Experience of responsibility in a similar role within residential portfolio management; ideally within an estate environment. 	

<p><u>Skills and Abilities</u></p>	<ul style="list-style-type: none"> • Self-motivated with the drive to deliver top class performance and value from the portfolio. • Proficient software skills to include MS Word, Excel, GIS Mapping and Terrier/Property Management systems. • Exceptional organisational skills, thriving in high-pressure environments and consistently meeting deadlines. 	
<p><u>Personal Qualities</u></p>	<ul style="list-style-type: none"> • A team player, reliable and friendly with strong communication skills and professional integrity, able to build strong relationships. 	
<p>Other</p>	<ul style="list-style-type: none"> • Full clean UK driving licence. 	

Competencies Required of All Staff:

- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, 'can-do' attitude.
- Keen to embrace and deliver change.
- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve
- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Ability to contribute to achieving cultural change.
- Active commitment to equal opportunities

Terms and Conditions:

- This is a permanent appointment.
- The Contract of Employment will be based on the provisions of the Lulworth Estate A Fund.
- The salary for this post will in the range of £40,000 to £50,000 per annum dependent on qualifications, skills and

experience.

- Working Hours will be 35 hours per week Monday to Friday – 9:00am – 5:00pm - with flexibility to meet business needs.
- The annual leave entitlement will be 28 working days to be taken during the period 1 January to 31 December inclusive of bank holidays or Christmas closure days.
- The appointment is subject to the satisfactory completion of a 3-month Probationary Period with reviews after 1, 2 and 3 months.
- The notice period will be dependent on contract.
- Membership of the Peoples Pension Scheme is available.
- The appointment is subject to the Estate receiving satisfactory references.
- *The successful candidate is required to advise whether they are aware of any health condition or disability which might impair their ability to effectively undertake the duties of the position as outlined above. This disclosure may result in a referral to the Occupational Health Advisor for a medical clearance prior to commencing employment.*

Applications

Applicants for this position must send their CV with a covering letter to recruitment@lulworth.com.

We are not accepting CVs at this stage from Recruitment Agencies

The Closing Date for Applications: Monday 27 November at 9:00am

Proposed Interview Date: Monday 4 December 2023

We reserve the right to close this position before the published closing date, should the need occur. We therefore advise that you complete and submit your application as soon as possible.

Please add recruitment@lulworth.com to your list of safe senders to ensure that any correspondence from us does not go directly into your spam folder.

You will be asked to provide evidence of all the qualifications listed on your application form at interview.

Please ensure you read our GDPR Candidate Privacy Notice to understand how your data is processed. This can be found on the Lulworth website under the recruitment page or you can request a copy by emailing recruitment@lulworth.com.

Following receipt of completed application forms, if you have not heard from us within 2 weeks of the closing date regrettably you will not have been short listed on this occasion. All short listed applicants will be contacted within 2 weeks of the closing date or no later than 3 days prior to the interview date (where an interview date is

specified).

Statement by appointed person:

(Section to be completed following offer of post to successful candidate)

I am pleased to confirm my agreement to the terms, conditions and duties stated within this job description and agree to undertake the role of **Residential Property Manager at the Lulworth Estate.**

Signed:

Print Name (Block capitals):

Date: